

AMALAN-AMALAN TERBAIK PERPUSTAKAAN OPEN UNIVERSITY MALAYSIA DALAM MENYEDIAKAN PERKHIDMATAN PERPUSTAKAAN KEPADA PELAJAR JARAK JAUH (ODL) TANPA KOS TAMBAHAN

**SHAHRIFF EFFENDI IBRAHIM
AHMAD MUNAWAR MOHAMMAD ANUAR**

OPEN UNIVERSITY MALAYSIA

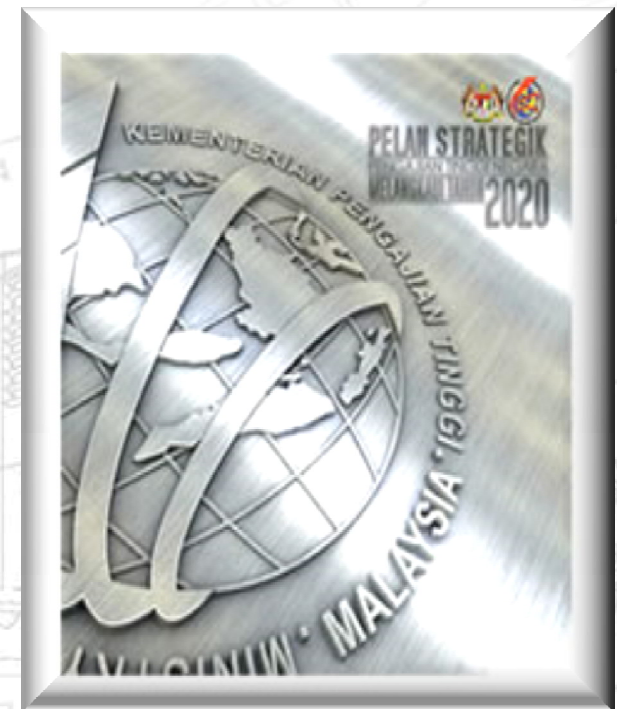
SKOP

- Pendemokrasian Pendidikan
- Definisi *Open & Distance Learning* (ODL)
- Profil pelajar ODL
- *Blended Learning* di OUM
- Cabaran perpustakaan institusi ODL
- Perkhidmatan Perpustakaan

Penggunaan SSO, Web 2.0 & Open Source
Kerjasama dengan Unit CiDT

Pelan Strategik Pengajian Tinggi Negara

- **Pembelajaran Sepanjang Hayat³ (PSH)** merupakan “**satu proses pendemokrasian pendidikan**”
 - merangkumi program permerolehan pengetahuan, kemahiran dan kompetensi
 - sama ada secara formal atau tidak formal berdasarkan pengetahuan dan latihan di tempat kerja.”



Pendemokrasian pendidikan

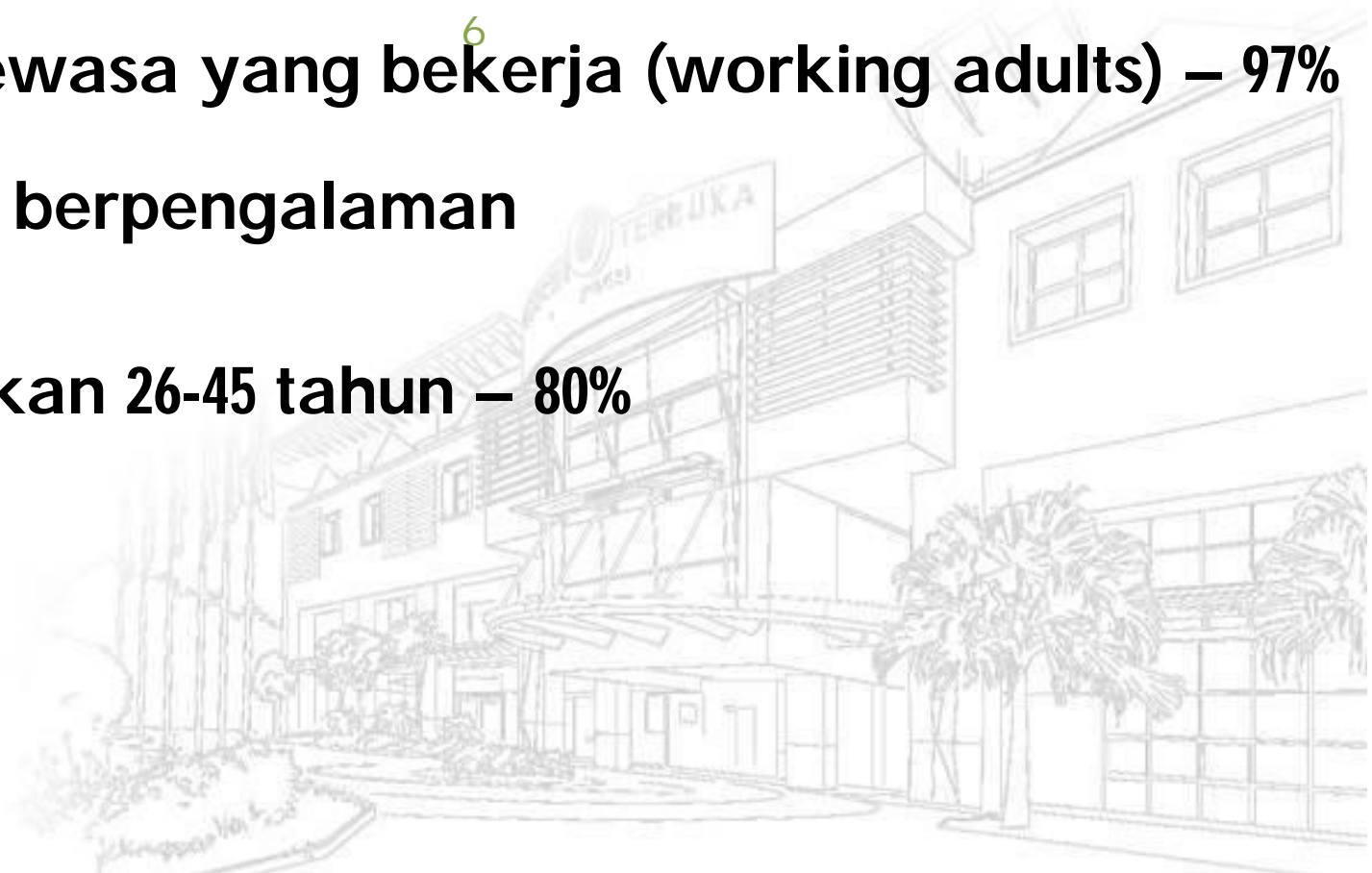
- persamaan hak yang sama rata dari segi peluang mendapat pendidikan yang bermutu (*democratization of access to quality education*) (Ahmad Fauzi, 1997)
- sistem pendidikan memperluaskan peluang pendidikan berterusan

Open & Distance Learning (ODL)

- 'technological separation'⁵ antara pelajar dan pengajar (Baker, 2003)
- 'instructor presents learning materials in computer systems, especially through the Internet and together with other educational processes.(i.e. student services,training and support)' (Levy, 2003)
- memberi kebebasan kepada pelajar dan pengajar dari segi perjalanan, masa, tempo dan lokasi pembelajaran (Baker, 2003)

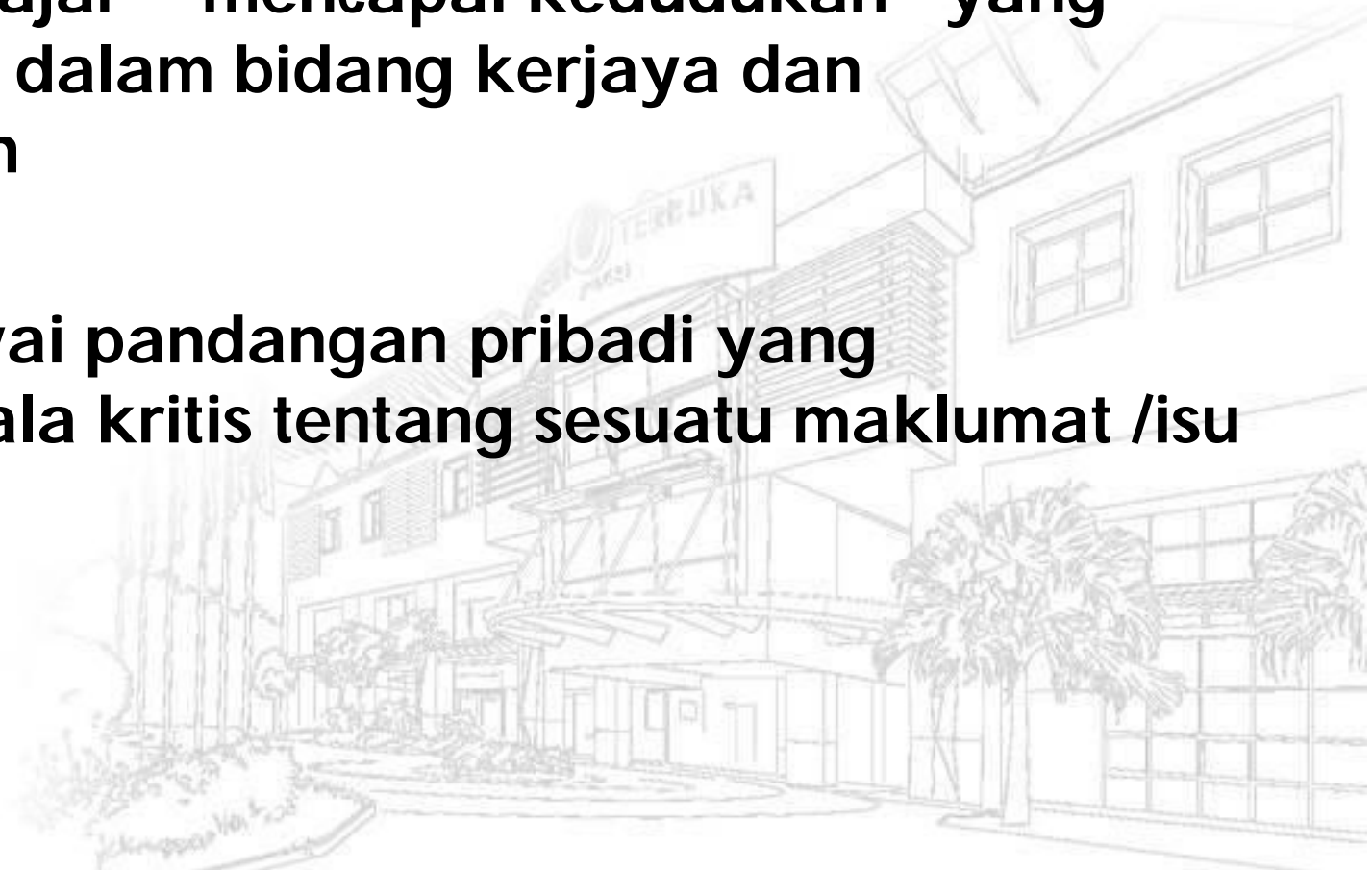
Profil pelajar (ODL)

- pelajar dewasa yang bekerja (working adults) – 97%
- matang & berpengalaman
- kebanyakan 26-45 tahun – 80%

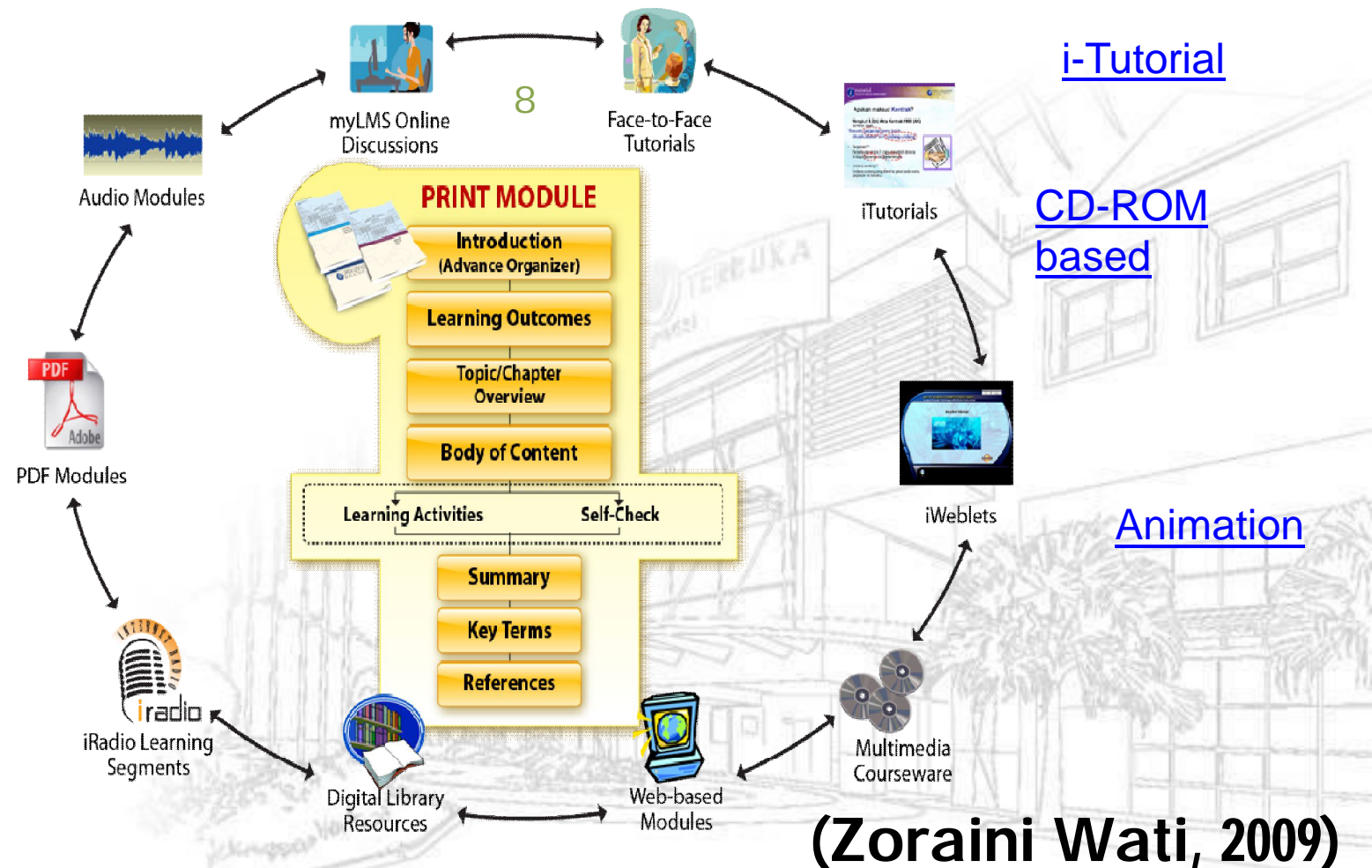


Profil pelajar (ODL)⁷

- tujuan belajar – mencapai kedudukan yang lebih baik dalam bidang kerjaya dan kehidupan
- mempunyai pandangan pribadi yang kadangkala kritis tentang sesuatu maklumat /isu

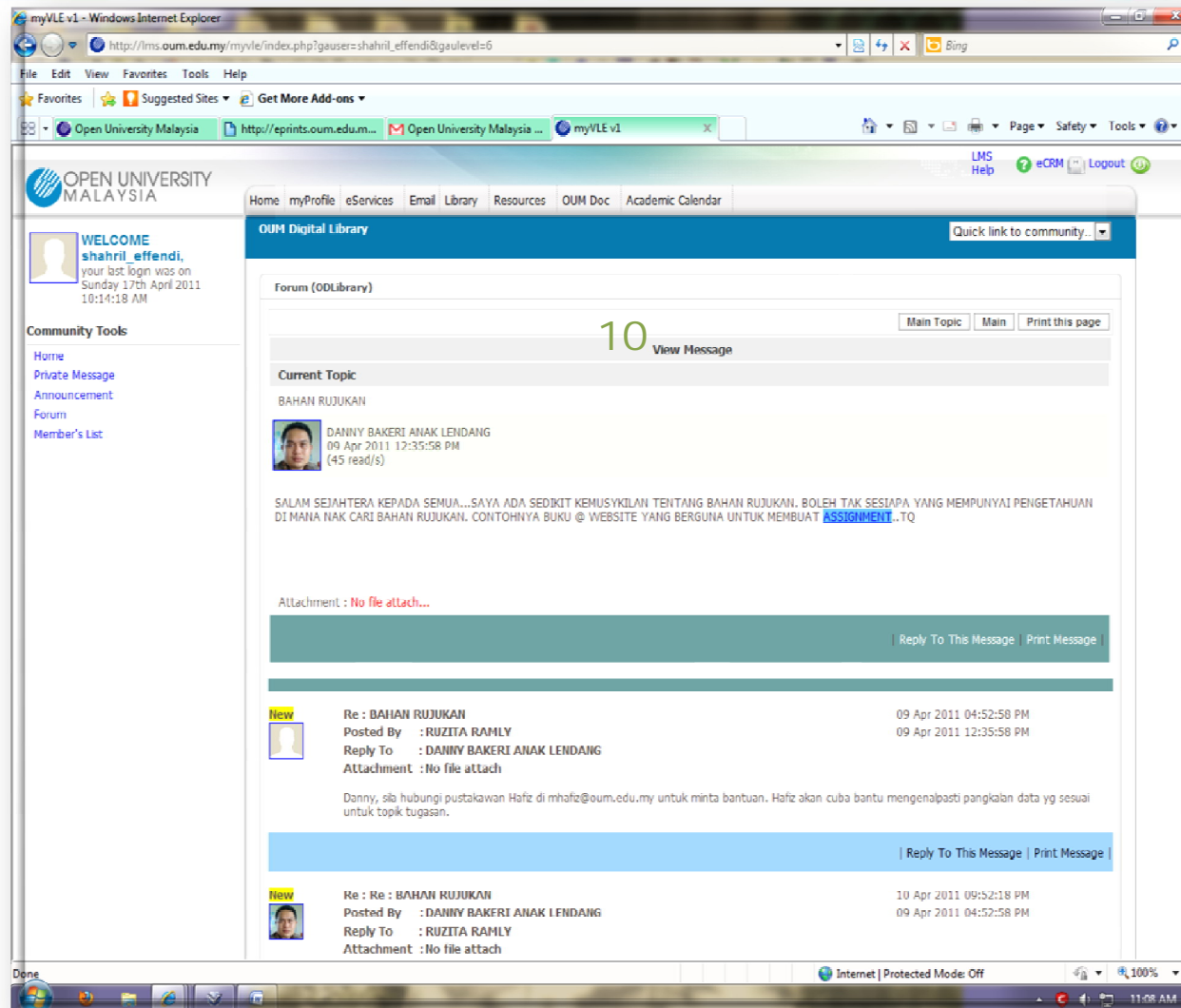


ODL di OUM - Blended learning



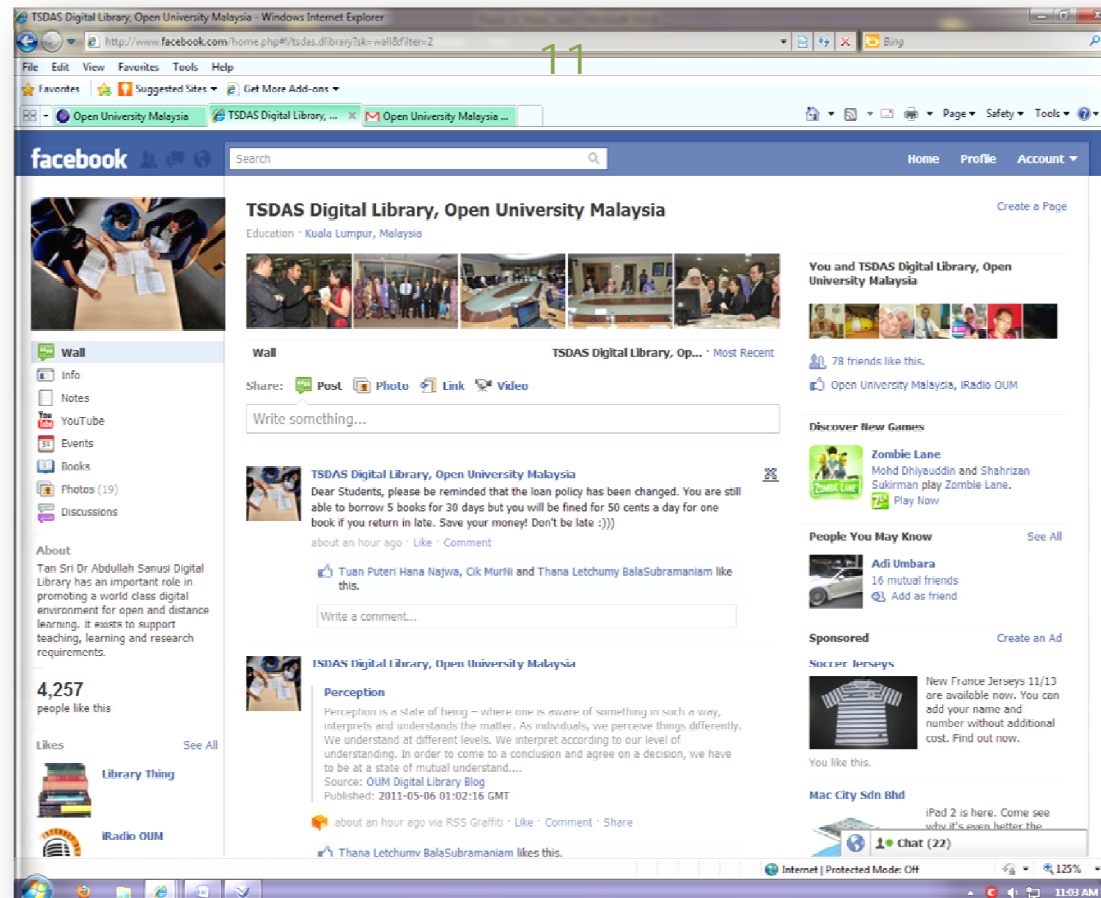
Perkhidmatan Perpustakaan

- Reference Service : ⁹*face-to-face* bukan pilihan utama pelajar ODL
- *Facebook & Online Forum (OD Library)* sebagai 'ice- breaking' sebelum pelajar telefon , e-mail atau datang sendiri bertemu pustakawan



The screenshot shows a web browser window titled "myVLE v1 - Windows Internet Explorer". The address bar displays the URL: http://lms.oum.edu.my/myvle/index.php?gauser=shahril_effendi&gaulevel=6. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar shows links to Open University Malaysia, eprints.oum.edu.m..., and myVLE v1. The page header features the Open University Malaysia logo and navigation links: Home, myProfile, eServices, Email, Library, Resources, OUM Doc, and Academic Calendar. A user profile section on the left identifies the user as "WELCOME shahril_effendi" with a last login time of "Sunday 17th April 2011 10:14:19 AM". Below this are "Community Tools" including Home, Private Message, Announcement, Forum, and Member's List. The main content area is titled "OUM Digital Library" and displays a forum post. The forum post is titled "Forum (ODLibrary)" and shows a message count of "10 View Message". The current topic is "BAHAN RUJUKAN" (Reference Materials), posted by "DANNY BAKERI ANAK LENDANG" on "09 Apr 2011 12:35:58 PM" (45 reads). The message content reads: "SALAM SEJAHTERA KEPADA SEMUA...SAYA ADA SEDIKIT KEMUSYKILAN TENTANG BAHAN RUJUKAN. BOLEH TAK SESIAPA YANG MEMPUYAI PENGETAHUAN DI MANA NAK CARI BAHAN RUJUKAN. CONTOHNYA BUKU @ WEBSITE YANG BERGUNA UNTUK MEMBUAT ASSIGNMENT .TO". Below the message is an attachment section stating "Attachment : No file attach...". There are two replies visible. The first reply is from "RUZITA RAMLY" on "09 Apr 2011 04:52:58 PM", replying to "DANNY BAKERI ANAK LENDANG" with the message: "Danny, sila hubungi pustakawan Hafiz di mhafiz@oum.edu.my untuk minta bantuan. Hafiz akan cuba bantu mengenalpasti pangkalan data yg sesuai untuk topik tugasan." The second reply is from "DANNY BAKERI ANAK LENDANG" on "10 Apr 2011 09:52:18 PM", replying to "RUZITA RAMLY" with the message: "Danny, sila hubungi pustakawan Hafiz di mhafiz@oum.edu.my untuk minta bantuan. Hafiz akan cuba bantu mengenalpasti pangkalan data yg sesuai untuk topik tugasan." The browser's status bar at the bottom shows "Internet | Protected Mode: Off" and the time "11:08 AM".

Paparan Muka OD Library

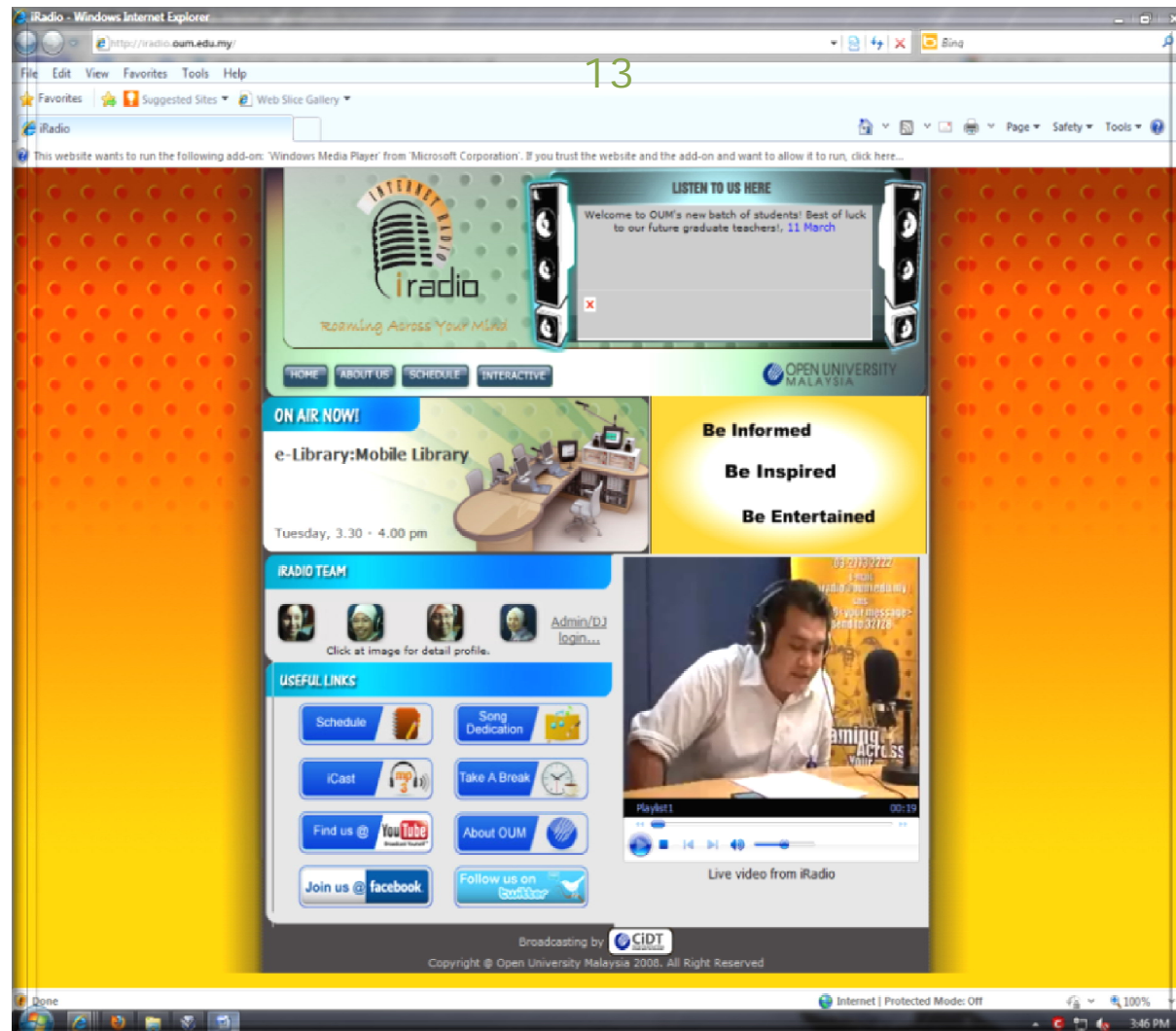


Paparan muka Facebook OUM Library

Kerjasama dengan ¹²*Centre for Instructional Design & Technology (CiDT)*

i-Radio (<http://iradio.oum.edu.my>)

- Dilancarkan pada April 2007
- Segmen berdasarkan module OUM, hiburan dan maklumat lain
- Purata 10,000 pendengar setiap bulan
- Perpustakaan diberi satu jam segmen
- OUM casts (iCast) – bagi mereka tidak kesempatan mendengar secara 'live'



Paparan muka i-Radio OUM

YouTube

- Bermula Oktober 2009
- Mengandungi 30 video klip tentang penggunaan Digital Library
- 2,500 view
- Proses pembikinan

YouTube - TSDASDL's Channel#p/a#p/a/u/1/xAV5gZhfcNw - Windows Internet Explorer

http://www.youtube.com/user/TSDASDL#p/a#p/a/u/1/xAV5gZhfcNw

File Edit View Favorites Tools Help

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YouTube - TSDASDL's Channel#p/a#p/a/u/1/xA...

YouTube

Search Browse Upload Create Account Sign In

Tan Sri Dr. Abdullah Sanusi Digital Library TSDASDL's Channel

Accessing the Library

Users must open the Library from MyLMS to access online databases

5-APRIL-2010

Business Source Premier

From: TSDASDL | May 6, 2010 | 45 views

Business Source Premier Search Guide

View comments, related videos, and more

TSDASDL

Subscribers (13)

Internet | Protected Mode: Off

11:01 AM


Paparan muka YouTube Perpustakaan OUM

Cabaran Perpustakaan¹⁶ Institusi ODL

- Perbezaan lokasi fizikal
- Kemahiran IT
- Kadar attrisi yang tinggi
- Masalah bahasa
- Jangkaan pelajar yang tinggi
- Keperluan bahan bercetak

17

Penggunaan *Single Sign On,* *Open Source System* & Web 2.0



Drupal di Perpustakaan Digital OUM

18

The logo for Drupal, featuring the word "Drupal" in a blue, sans-serif font with a trademark symbol (TM) to the upper right.

- Sebuah CMS seperti Joomla
- Open Source Software
- Apache, PHP dan MySQL
- Dokumentasi API yang lengkap
- Sokongan Komuniti yang mantap



Drupal : Proses Authentication

19

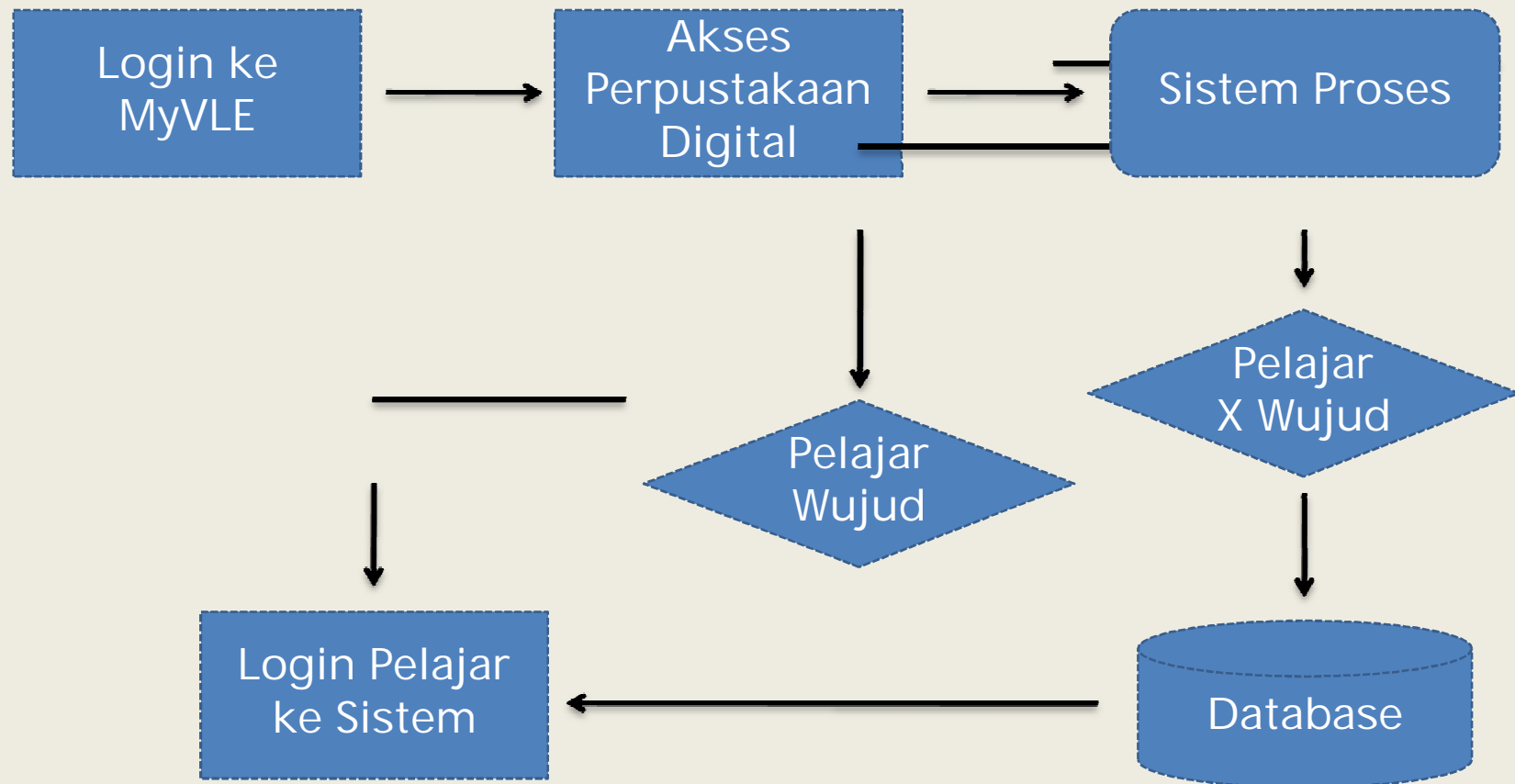
- OUM menggunakan Single Sign On System
 - 1 Username dan 1 Password untuk semua servis di Universiti
- Pendaftaran Pelajar secara Otomatik
 - Drupal Automated Student Registration System

Banyak password dan
Username???



Drupal : Proses Authentication #2

20



Drupal : Proses Authentication #3

21

- Drupal akan memeriksa Data untuk kewujudan Pelajar di dalam sistem
 - Cipta dan Login ke dalam sistem sekiranya tidak wujud
 - Login ke dalam sistem sekiranya ada
 - Deny access untuk mereka yang tidak berkenaan

Drupal : Sistem Carian

22

- Bagi memudahkan pencarian, Drupal digunakan sebagai antaramuka pencarian
 - Fleksibel
 - Custom Programming



The screenshot displays the 'Search Library' section of a Drupal-based interface. At the top, there are tabs for 'Browse', 'Search Library', 'Articles', and 'Exam. Paper'. Below these, there are links for 'Library Collections' and 'Library Databases'. The main content area is titled 'Browse Library Collections' and includes a descriptive paragraph about browse searches. A 'Search Terms:' section contains a text input field with the word 'education' and a prompt to enter keywords. A 'Search Term Limiter:' section features a dropdown menu set to 'Title' and a prompt to select a search limiter. At the bottom of the form are 'Search' and 'Reset' buttons. A footer note directs users to the 'Library Home Page' for news and announcements.

Browse Search Library Articles Exam. Paper

Library Collections Library Databases

Browse Library Collections

Browse searches let you browse a list of "hits" that come closest to matching the term that you search. Browse Search enables you to search for either AUTHOR, SUBJECT or TITLE and then list out all the closest terms of your search criteria.

Search Terms:

education

Please enter your keywords.

Search Term Limiter:

Title

Please select your search limiter.

Search Reset

For latest news and announcements, please visit the [Library Home Page](#).

Drupal : Sistem Aduan & Pertanyaan

23

- Merpermudahkan proses pengisian borang
 - Pertanyaan
 - Aduan
- Tidak perlu menulis email
 - Setiap borang akan dihantar terus ke Pustakawan Bertanggung-jawab
- Membolehkan proses pengenalanpastian pertanyaan atau aduan
 - Setiap pertanyaan atau aduan mempunyai ID

Drupal : Sistem Aduan & Pertanyaan #2

24

Library Enquiry

Your e-mail address: *

Your Name: *

myVLE User Name:

Subject: *

Question: *

Borang Sistem Aduan &
Pertanyaan Perpustakaan OUM

Submission #1452

[Print](#) [Resend e-mails](#)

[Previous submission](#)

[Next submission](#)

SUBMISSION INFORMATION

Form: Library Enquiry

Submitted by nisahsalam

Sunday, June 12, 2011 - 11:57

60.50.212.236

Your e-mail address:

Your Name:

anisah@aniseh binti salam

myVLE User Name:

nisahsalam

Subject:

online library

Question:

1. Bagaimanakah caranya jika saya hendak mendapatka jurnal yang terdapat dalam 'library online' lain seperti 'Wiley online library'..
2. 'Online library' tersebut memerlukan password, bagaimanakah cara mendapatkannya..
3. Adakah semua 'online library' juga menggunakan kaedah yang sama..

IC (hidden):

Contoh Aduan dan Pertanyaan
Pelajar

Drupal : Sistem Sekuriti

25

- Mengawal penggunaan pangkalan data
 - Satu pengguna satu sesi
 - Mengenal pasti pengguna bermasalah

Type	Date▼	Message	User
session_limit	05/14/2011 - 22:17	Disconnected for excess active sessions.	anonymous
session_limit	05/14/2011 - 22:17	Exceeded maximum allowed active sessions.	anonymous
session_limit	05/14/2011 - 21:27	Disconnected for excess active sessions.	anonymous
session_limit	05/14/2011 - 21:27	Exceeded maximum allowed active sessions.	anonymous

Membina Pangkalan Data Dengan Drupal

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- Pangkalan Data Kertas Soalan Peperiksaan
- Pangkalan Data E-Learning Resources
- Pangkalan Data Komersial

Pangkalan Data Kertas Soalan Peperiksaan

Mudah untuk diurus
dan dikemaskini

Sistem Pencarian
yang efisien

Kawalan akses

Search for Past Year Question Papers

Please enter your Search Term. Both Subject Codes and Subject Names may be used to locate your past year papers. (Eg. "OUMH1103" or "accounting.")

Search Term:

Please enter your keywords.

- Please be informed that examination papers for CGS will be made available after 1 semester.
- Please be informed that the Library does not keep answer scripts or answers for all Examination Questions.
- All MCQ based Papers will not be made available. The Library does not keep MCQ based Examination Papers.
- Kindly contact Encik Shahril Effendi Bin Ibrahim for any enquiry at 03-2773-2331

Learning Skills for Open & Distance Learners

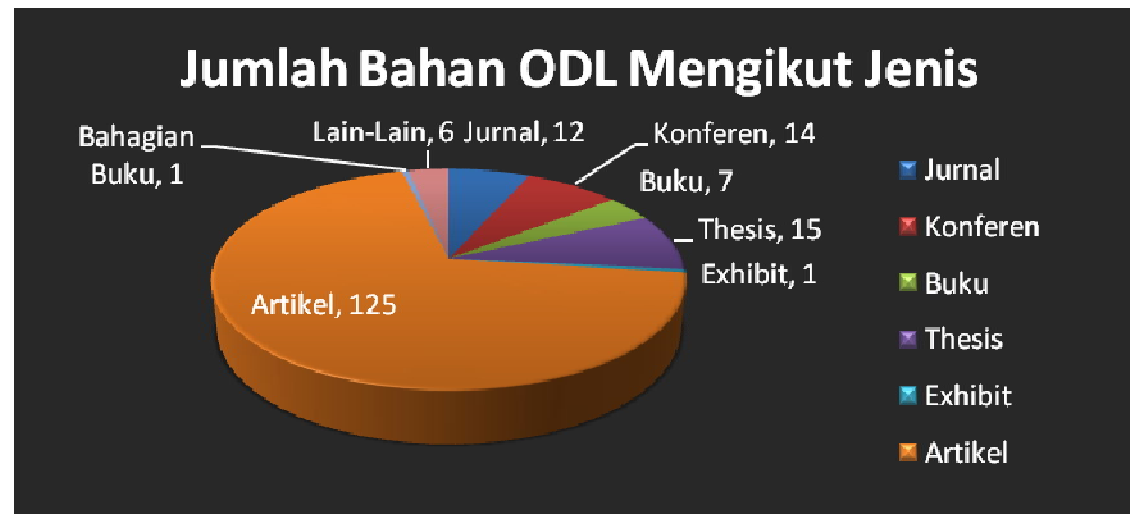
Subject Name	Subject Code	Exam. Paper Year
Learning Skills for Open & Distance Learners	OUMH1103	JAN 2004
Learning Skills for Open & Distance Learners	OUMH1103	MAY 2004
Learning Skills for Open & Distance Learners	OUMH1103	SEP 2004
Learning Skills for Open & Distance Learners	OUMH1103	SEP 2005
Learning Skills for Open & Distance Learners	OUMH1103	SEP 2006
Learning Skills for Open & Distance Learners	OUMH1103	JAN 2007
Learning Skills for Open & Distance Learners	OUMH1103	MAY 2007
Learning Skills for Open & Distance Learners	OUMH1103	SEP 2007
Learning Skills for Open & Distance Learners	OUMH1103	JAN 2008
Learning Skills for Open & Distance Learners	OUMH1103	MAY 2008
Learning Skills for Open & Distance Learners	OUMH1103	SEP 2008
Learning Skills for Open & Distance Learners	OUMH1103	JAN 2009

Pangkalan Data E-Learning Resources

Mengumpul bahan-bahan E-Learning

Diindeks oleh Google

Sistem Pencarian Drupal yang efisien berdasarkan indeks



Pangkalan Data Komersial

Senarai Pangkalan Data yang dilanggan

Kawalan Akses

Pengkategorian berdasarkan subjek

Pengkategorian berdasarkan pengguna

Online Databases @ TSDASDL

The licensed electronic resources provided by the Tan Sri Dr. Abdullah Sanusi Digital Library are for the educational and research use of Open University Malaysia students, faculty, staff and other authorized users. The use of these resources is governed by Malaysian Copyright Law and by license agreements. **If license terms are violated by a single user, licensors have the right to suspend access for the entire Open University Malaysia community.**

Database A-Z Online Databases E-Journals Open Access		
Title	Content Type	
Academic Source Premier	e-journals (Aggregator)	Connect to Database
ACM Digital Library	e-journals (Aggregator)	Connect to Database
Books24x7	e-books	Connect to Database
Business Source Premier	e-journals (Aggregator)	Connect to Database
CINAHL Plus with Full Text	e-journals (Aggregator)	Connect to Database
Comm. & Mass Media Complete	e-journals (Aggregator)	Connect to Database
Digital Library for ICT & Education EdITLib	e-journals & e-books	Connect to Database
Ebrary Electronic Books	e-books	Connect to Database

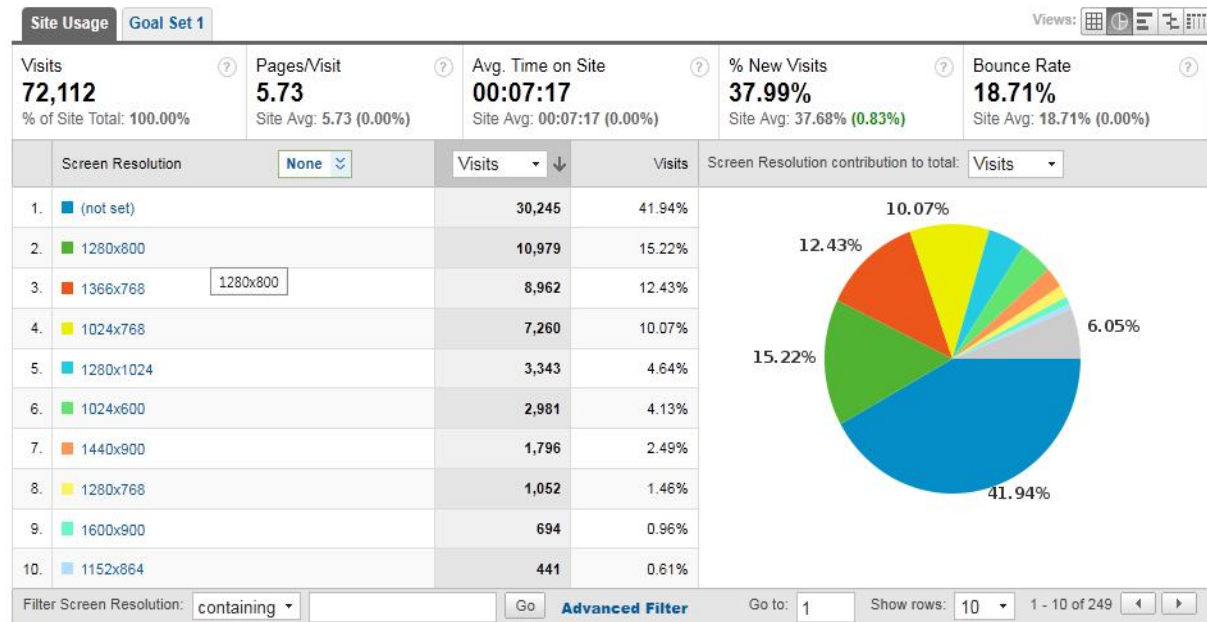
Drupal sebagai Penjana Statistik

30

- Integrasi bersama Google Analytics
- Laporan Statistik
 - Kadar Penggunaan
 - Jumlah Pengguna
 - Statistik Pencarian

Memberi maklumat kepada Perpustakaan mengenai saiz paparan pengguna.

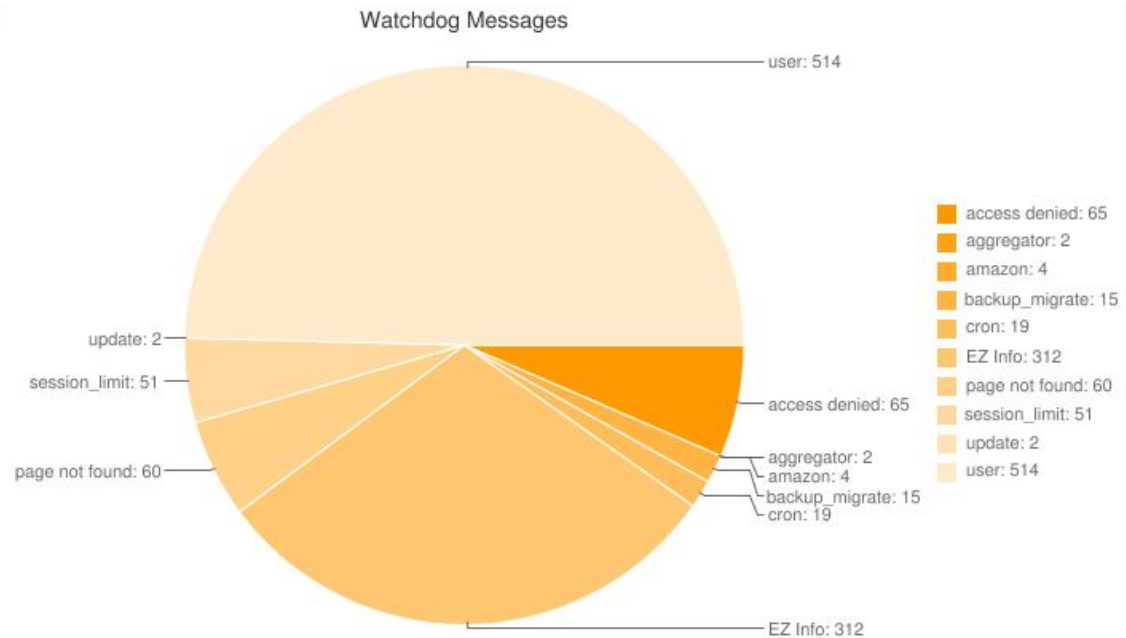
Umumnya maklumat ini membantu Perpustakaan di dalam penyediaan servis-servis baru di Perpustakaan



Contoh Statistik untuk Saiz Skrin Komputer Pengguna

Memberi maklumat kepada Perpustakaan mengenai jumlah mesej – login error, access denied, Error 404 dan lain-lain lagi.

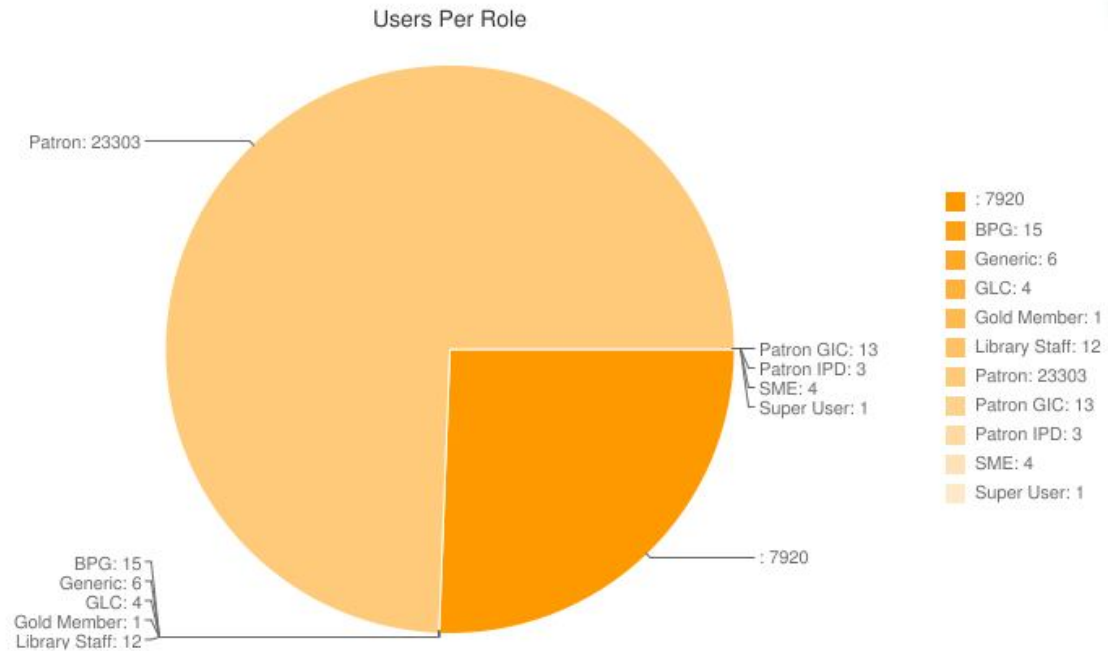
Membantu perpustakaan mengkaji punca masalah dan mencari jalan penyelesaian dengan segera



Contoh Statistik untuk Mesej yang diterbitkan oleh Drupal

Memberi maklumat kepada Perpustakaan mengenai jumlah pelajar yang mempunyai akses ke Perpustakaan

Secara umum FTE untuk Perpustakaan dapat dikira tanpa melakukan pengiraan.



Contoh Statistik untuk Pengguna Perpustakaan Digital OUM

Memberi maklumat kepada Perpustakaan mengenai akses pengguna

Memberi gambaran tentang user preferences – pangkalan data yang digunakan, kekerapan penggunaan dan sebagainya.

Site Usage

Goal Set 1

Views:

Visits

24,428

% of Site Total: 100.00%

Pages/Visit

5.44

Site Avg: 5.44 (0.00%)

Avg. Time on Site

00:06:49

Site Avg: 00:06:49 (0.00%)

% New Visits

50.60%

Site Avg: 50.23% (0.73%)

Bounce Rate

20.11%

Site Avg: 20.11% (0.00%)

	User-Defined Value	Visits ↓	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
11.	authenticated user, Patron:: :harulisam	44	5.32	00:09:09	61.36%	2.27%
12.	authenticated user, Patron:CHONG FEI GIN:: :feigin_	41	5.15	00:09:59	12.20%	9.76%
13.	authenticated user, Patron:: :daldaryl	40	7.58	00:06:49	17.50%	2.50%
14.	authenticated user, Patron:: :fatimahs	39	5.41	00:10:09	15.38%	7.69%
15.	authenticated user, Patron:: :rohaizat74	36	2.36	00:00:31	25.00%	2.78%
16.	authenticated user, Patron:: :pohlian	34	2.79	00:03:07	41.18%	11.76%
17.	authenticated user, Patron:: :ridzwana	34	10.59	00:14:16	5.88%	17.65%
18.	authenticated user, Patron:: :katherinewong	33	4.79	00:07:39	39.39%	18.18%
19.	authenticated user, Patron:: :basha	32	3.47	00:00:47	0.00%	0.00%
20.	authenticated user, Patron:: :graceaw	32	10.00	00:16:22	12.50%	9.38%

Filter User-Defined Value:

containing

Go

Advanced Filter

Go to:

11

Show rows:

10

11 - 20 of 8,173

Contoh Statistik untuk Akses ke Perpustakaan

Drupal | Facebook | Perpustakaan Digital

35

- Integrasi Facebook dan Portal Perpustakaan

- Facebook Social Plugins

- ✦ Like Button
 - ✦ Send Button
 - ✦ Comments
 - ✦ Like Box



- Open Graph Protocol



The Open Graph protocol enables any web page to become a rich object in a social graph. For instance, this is used on Facebook to enable any web page to have the same functionality as a Facebook Page.

Open Graph Protocol

Membolehkan Laman kita dikenali oleh Facebook dengan lebih tepat dan mudah untuk dikongsi dengan pengguna lain

```
<html xmlns:og="http://ogp.me/ns#">
<head>
<title>The Rock (1996)</title>
<meta property="og:title" content="The Rock" />
<meta property="og:type" content="movie" />
<meta property="og:url"
content="http://www.imdb.com/title/tt0117500/"
/>
<meta property="og:image"
content="http://ia.media-
imdb.com/images/rock.jpg" />
</head>
</html>
```

Facebook Like and Send Buttons

37

- Kongsi maklumat dengan pengguna lain
- Mengkaji keberkesanan Portal
 - Untuk Setiap "Like"
 - Untuk Setiap "Send"

Cases for Employment and Industrial Law (BBUI3103)

Posted on 28 May 2011

Dear Valued Patrons

Learners who need Cases for subject BBUI3103:

- Muthumil Selvan Subramaniam v. TD Cars (Malaysia) Sdn Bhd (Award No 61 of 2010)
- Murugan Govindasamy v. KL Airport Service Sdn Bhd (Award No 117 of 2010)
- Chandran Dass v. Malaysia Milk Sdn Bhd (Award No 64 of 2010)
- Phoon Yoke Keong @ Phoon Sup Loke v. Golden Plus Builders Sdn Bhd & Anor (Award No 124 of 2010)

Please contact M. Hafiz Morad for assistance



Munawar MA

Facebook sebagai
Platform

Pemakluman
Komentar

Moderasi Komen

Comment
Distributions

THERE ARE CURRENTLY **3** COMMENTS.

Public Comments · **Moderator View** Settings

 Add a comment...

☒ Post to Facebook Posting as TSDAS Digital Library, Op... (Change) **Comment**

 **Awang Ahmad Munawar Anuar** · Librarian at Open University Malaysia
That's nice to know. Just ask us if you need anything else. ;)
[Like](#) · [Reply](#) · [Unsubscribe](#) · May 31 at 11:40am

 **Angie Su** · Kuala Lumpur, Malaysia
I already have the detail for the listed cases.
[1](#) · [Like](#) · [Reply](#) · [Moderate](#) ▾ · [Subscribe](#) · May 31 at 9:59am

 **Abby Salmi** · OUM
how to get the detail for the listed cases.
[Like](#) · [Reply](#) · [Moderate](#) ▾ · [Subscribe](#) · June 6 at 5:10pm

 **Awang Ahmad Munawar Anuar** · Librarian at Open University Malaysia
As explained in the post. You will need to email En. Hafiz Pitt Morad for the cases
[Like](#) · [Reply](#) · June 6 at 5:15pm

 Facebook social plugin

Facebook Comments Box

Facebook Like Box

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- Promosi untuk Portal Library
- Senarai updates dan berita terbaru di Perpustakaan

Facebook di Perpustakaan Digital OUM

facebook



OPEN UNIVERSITY
MALAYSIA

Tan Sri Dr. Abdullah Sanusi Digital Library



- Wadah Komunikasi antara pelajar dan perpustakaan
- Facebook sebagai Kaunter Pertanyaan
 - Pertanyaan Biasa
 - Pertanyaan Rujukan
 - Berita Terkini Perpustakaan
 - Aduan Pengguna
 - Tunjuk Ajar Pencarian Bahan

Library Portal Hits Overview

41

- Without Facebook

- Quarter 1 2009

- ✦ 258,845 hits

- With Facebook

- Quarter 1 2011

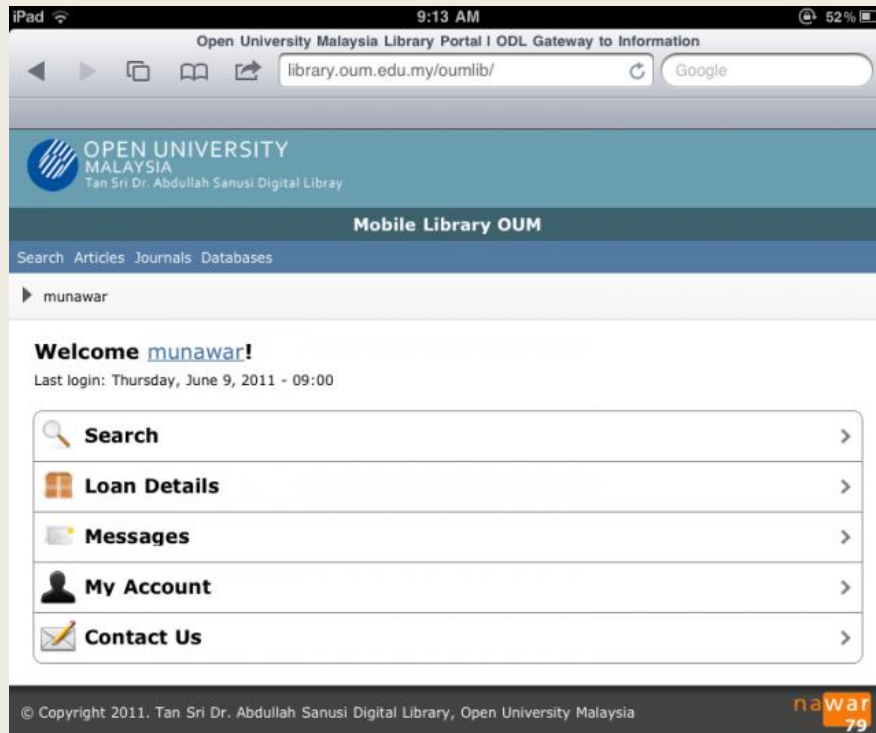
- ✦ 413,148 hits

“The user is not ‘remote’. You, the librarian, are remote, and it is your job to close that gap.”

Free Range Librarian. 3 June 2006
(<http://freerangelibrarian.com/2006/06/03/the-user-is-not-broken-a-meme-masquerading-as-a-manifesto/>)

Perpustakaan Digital untuk Peranti Mobil

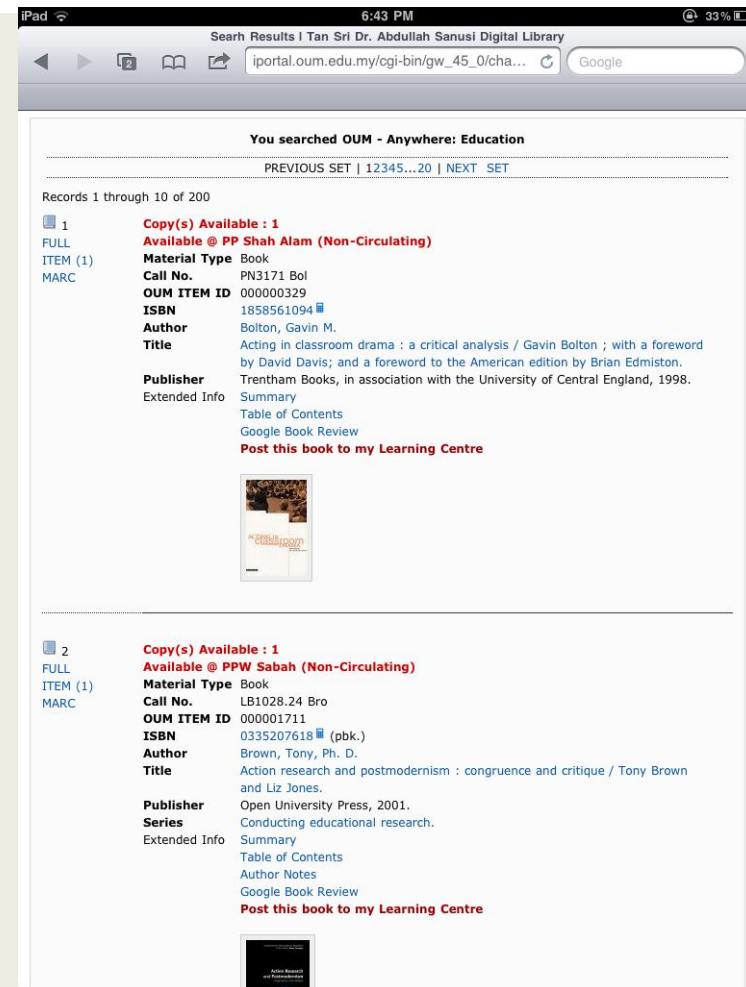
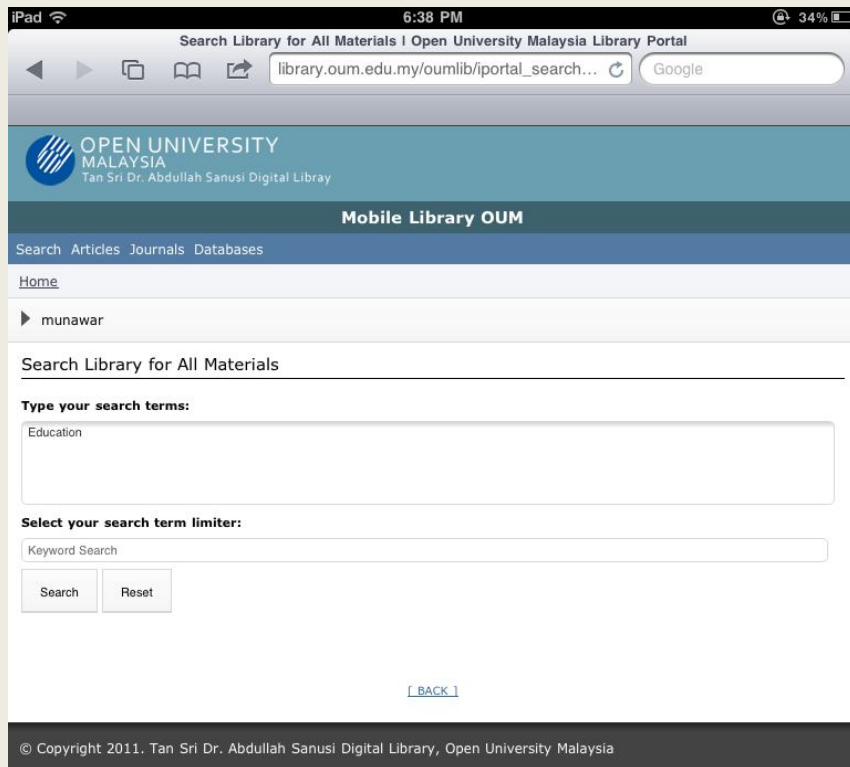
42



- Drupal sebagai engine
- WURFL mobile detection
- iWebKit untuk Interface dan Look & Feel

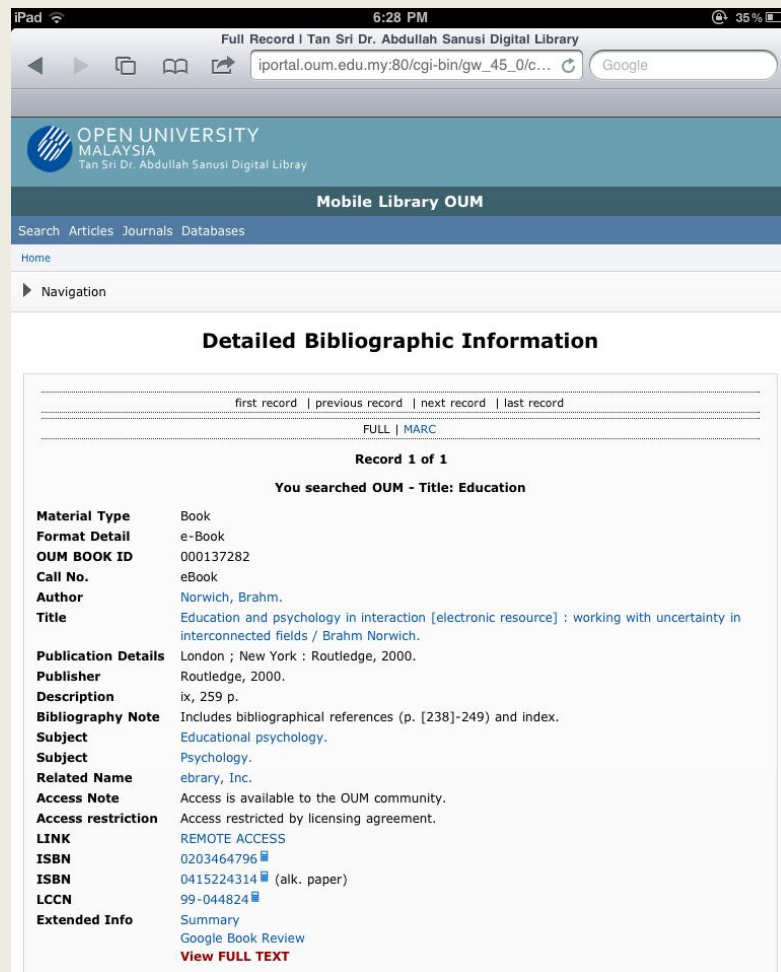
Perpustakaan Digital untuk Peranti Mobil

43



Perpustakaan Digital untuk Peranti Mobil

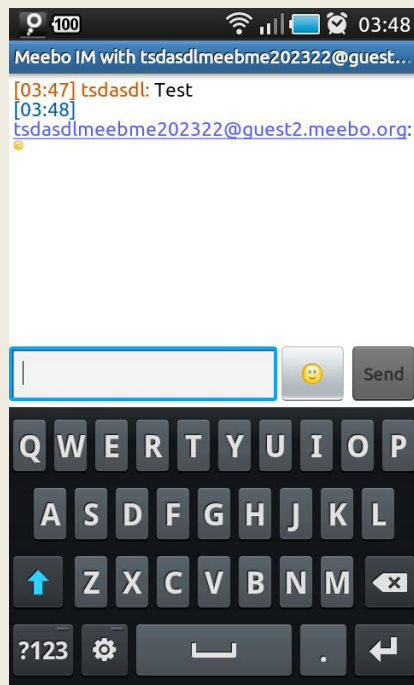
44



- Optimise untuk Peranti Mobil
- Akses dari mana-mana

Meebo Me Widget

45



- April 2011
- Online Chat
- Sokongan Mobil
- Percuma
- Bantuan Selepas Waktu Kerja

Repositori Universiti | Eprints

46

- Akses Terbuka
- Knowledge Centre
- 507 bahan telah diindeks

Laporan Penggunaan Pangkalan Data (Usage Report) - Ebrary Electronic Books

Ahmad Munawar, Mohmad Anuar (2008) *Laporan Penggunaan Pangkalan Data (Usage Report) - Ebrary Electronic Books*. In: Bengkel Kepenggunaan Pangkalan Data, 16-17 Dec 2008, Promenade Hotel, Kota Kinabalu, Sabah. (Submitted)



PDF - Presentation
169Kb

Abstract

A PowerPoint presentation on the usage report of Ebrary Electronic Books database on year 2007. Data presented including no. of session, document viewed, and problem analysis.

Item Type: Conference or Workshop Item (Other)

Uncontrolled Keywords: Database usage ; Ebrary Electronic Books

Subjects: [Z Bibliography Library Science Information Resources > ZA Information resources > ZA4050 Electronic information resources](#)
[Z Bibliography Library Science Information Resources > ZA Information resources > ZA4450 Databases](#)

Divisions: [Tan Sri Dr. Abdullah Sanusi Digital Library](#)

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Deposited On: 10 Dec 2010 14:13

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Kesimpulan

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- Tidak Memerlukan Kos Tambahan – selain daripada pembelian server
- Penggunaan OSS telah merapatkan jurang antara pelajar dan Pustakawan OUM
- Pendaftaran dilakukan secara otomatik